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Work Assignment Form. (WebForms v1 8)

WORK ASSIGNMENT

Title:

Contractor: Contract No.: EP-W-10-002

Work Assignment Number: 3-38

Estimated Period of Performance: September 19, 2012 to Nov. 18, 2012

Estimated Level of Effort: 38.50 hours

Key EPA Personnel:

Work Assignment COR (WA COR): Scott Bowles

OSEM 566-2208

Contract Level COR: Cheryl R. Brown

Office of Policy (1805T)

202/566-0940 202/566-3001 (fax)

Background and Purpose:

The Office of Strategic Environmental Management (OSEM) helps EPA and others make the strategic policy and governance changes necessary to meet the Agency's goals now and in the future through analysis of emerging issues and strategic management practices, including program analysis and program evaluation.

Since 2005, this organization has been providing support to, and has been working with, State environmental agencies on the use of business process improvement methods such as Lean and Six Sigma in a new and innovative way to drastically improve permitting and administrative. Within a few months of implementation of the business process method, States drastically reduced permit application backlogs, reduced lead times for permit reviews by more that 50 percent and made more staff time available for "mission critical" work. This was done while improving staff morale and increasing the transparency of the processes to stakeholders, *without* scarifying environmental protection goals or reducing value-added permit review time.

EPA has provided support to the States and EPA to broaden the innovative use of Lean and Six Sigma, by developing several cutting edge Lean government documents. Flagship documents, produced in 2006 and 2007 respectively, include "Working Smart for Environmental Protection – Improving State Agency Processes with lean and Six Sigma," and "Lean in Government - A Practical Guide to Implementing Successful Lean initiatives at Environmental Agencies," also known as "The Lean Starter Kit".

Both documents are posted on the EPA lean web site and have been distributed to all EPA SES managers, State Environmental Commissioners, and many other federal agencies. They have been used by many States, EPA offices and other federal offices. EPA provides a wealth of information about lean government on the EPA lean web site (at www.epa.gov/lean), including EPA and state case studies, Lean Fact Sheet, Lean in Air Permitting Guide, and many other resources.

The purpose of this work assignment is to support broader scale application of Administrative Lean and Lean Process Improvement tools and techniques, also known as "Lean Government", within EPA, State environmental agencies, Federal Agencies and local governments. This work will be done by: 1) providing lean facilitation expertise to plan and implement EPA, State, Federal, and local government administrative lean activities/meetings/events; and, 2) providing coaching support to EPA employees planning, facilitating and implementing lean activities;

EPA and their stakeholders intend to use the approach to assist with the identification, design and implementation of new practices through facilitated events. The work includes providing process improvement facilitation expertise while building process improvement skills.

Services will consist of:

Conducting pre-event meetings to finalize the scope of the lean event, identify participants in designated lean events/activities, identify any necessary pre-work for lean activities/events, and otherwise make preparations for the events to be optimally successful;

Facilitating 1 – 3 lean events ranging in length from one to five days. These events may range from a value stream mapping exercise to a full five day Kaizen event. The WAM will provide technical directions with specific subject and event information;

Producing a draft report summarizing results of the events which may include: 1) a visual representation of the current state processes flow involved in each designated process, 2) a list of potential ways to streamline the designated process, 3) a proposed future state map showing process flow for the designated process, and 4) an implementation plan to take advantage of proposed streamlining ideas;

Providing facilitation support for follow up meetings of stakeholders and participants;

Providing coaching support to EPA employees planning, facilitating and implementing lean activities/events; and,

These activities will focus on enhancing the process improvement skills, capabilities, techniques, strategies and processes used by EPA staff and managers.

The WA COR is authorized to provide technical direction under this work assignment

Assumptions

EPA will provide the locations/rooms(s) for all meetings/events in coordination with contractor schedule. Meeting participants will be invited by EPA to all meetings/events.

Experience

At least 3 years of experience with the Lean process (Lean government); preferably with an environmental agency (state or federal) including the following:

- Lean concepts, tools and techniques
- Scoping, planning, facilitating and/or leading projects using the Lean process, and
- Providing post-event support.

This work assignment does not duplicate tasks in any existing work assignments.

Quality Assurance (QA) Requirements Check [] Yes or [X] NO, if the following statement is true or false. The Contractor shall submit a written Quality Assurance Project Plan for any project that is developing environmental measurements or a Quality Assurance Supplement to the Quality Management Plan for any project which generates environmental data using models with their technical proposal

Tasks and Deliverables: The WA COR will review all deliverables in draft form and provide revisions and/or comments to the contractor. The contractor shall prepare the final deliverables incorporating the WA COR's comments. The WA COR is authorized to provide technical direction.

Contractor personnel shall at all times identify themselves as Contractor employees and shall not present themselves as EPA employees. Furthermore, they shall not represent the views of the U.S. Government, EPA, or its employees. In addition, the Contractor shall not engage in inherently governmental activities, including but not limited to actual determination of EPA policy and preparation of documents on EPA letterhead.

The contractor shall not duplicate work performed in previous work assignment(s).

TASK #1 – Prepare Workplan - COMPLETED

The Contractor shall not start any work that can not be completed by November 12, 2010. The contractor shall prepare a workplan within 15 calendar day of receipt of a work assignment signed by the Contracting Officer. The workplan shall outline, describe and include the technical approach, resources, timeline and due dates for deliverables, and a detailed cost estimate by task and a staffing plan. The WA COR and the Contract Level COR and the CO will review the workplan. However, only the CO can approve/disapprove the workplan. The Contract Level COR is authorized to suggest revisions via email. If the Contract Level COR does request revisions, then the revisions shall be submitted as requested. *The contractor shall prepare a revised workplan incorporating the Contracting Officer's comments, if required.*

Deliverables and schedule under Task 1

- 1a. Workplan within 15 calendar days of receipt of work assignment.
- 1b. Revised workplan within 3 calendar days of receipt of comments from the Contracting Officer, if required.

TASK # 2

<u>Provide Planning Support for Agnecy Lean Event/Meeting – Including Pre-Work, Scoping Meetings</u> - INCOMPLETE

[Contract SOW Ref. - Element 4, page 13]

The contractor shall lead pre-work and scoping meetings with the WAM, team leader, appropriate senior managers, and event participants in each identified area. These pre-work and scoping meetings will result in identification of project scope, objectives, goals and required data compilation. The contractor shall assist the agency in selecting team members to participate in the lean event. The contractor shall assist in planning, developing agenda, handouts and other materials for the meeting, facilitating the meeting, and providing a summary report.

The contractor shall have a kick-off meeting and coordinate with the WAM, designated senior leaders and lean team leader within 5 days of being informed of a potential lean event topic to begin planning the scoping meetings and subsequent lean events. This prework meeting will address preliminary project scope, potential format of the lean event and desired outcomes for the Lean event; potential participants in scoping meeting and lean event; possible meetings with managers or other individuals in preparation for scoping or lean event; and other actions that would contribute to the success of this lean effort. The WAM will secure a date and facility for all meetings. *This Task remains the same in scope with an increase in LOE for the OCFO event.*

This shall include but is not limited to:

- 1. Pre-meetings, including a kick-off meeting within 5 days of being informed of a potential lean event topics with appropriate senior leaders, lean event team leader, WAM, facilitator trainees, or others identified by the WAM.
- 2. Conduct Lean scoping meetings that result in the identification of project scope, objectives, goals and data compilation. The contractor shall assist the EPA team leader in selecting appropriate individuals to participate in the lean event and writing a short description of possible events.

Deliverables and schedule under Task 2

- 2a. Kick-off meeting held within 5 days of being formed of potential lean event topic.
- 2d. Draft agenda and schedule for scoping meeting within 15 business days of the scheduled scoping meeting.
- 2c. Scoping meetings that results in the identification of project scope, objectives, goals and data compilation shall be held within 45 days of project kick-off meeting.
- **2e.** The contractor shall provide a final summary report on the scoping meeting within 5 days of receipt of comments.

<u>TASK #3 – Provide Lean Event and Follow-Up Support – INCOMPLETE</u>

[Contract SOW Ref. – Element 4, page 13]

The Contractor shall facilitate the designate Lean Event which could be a value stream Mapping event or a full Kaizen event. The contractor shall assist in planning, developing, compiling and distributing agenda, handouts and other materials for the meeting; facilitating the meeting; providing a summary report; and providing follow-up meeting facilitation as deemed necessary for each event. This Task remains the same in scope with an increase in LOE for the OCFO event.

This shall include, but is not limited to:

- 1. Facilitate Lean Event which shall take between one and five days;
- 2. Provide just-in-time Lean training to help acclimate EPA Staff and Stakeholders to Lean philosophy, tools and techniques;
- 3. Coach and mentor EPA Lean Event Team Leader and facilitator trainees;
- 4. Serving in the capacity of Facilitator identify and manage change during the Lean Meeting;
- 5. Work with EPA internal staff and management, as well as external stakeholders to develop a visual representation of the specified process flow.

Kaizen events shall also include, but not be limited to:

- 6. Identify sources of non-value added activities (waste) and prioritize future waste minimization, elimination, and improvement activities;
- 7. Establish a vision for the future, including development of a plan to achieve the vision:
- 8. Develop a continuous improvement process for the Team to use in periodic evaluation of improvement opportunities;
- 9. Participate by phone or in person in follow-up meetings to be held 30 days, 60 days and 90 days after the Lean event; and
- 10. Assist in planning, developing, compiling and distributing agenda, handouts, and other materials for t the meetings: facilitating the meetings; and providing a summary report.

Deliverables and schedule under Task 3

- 3a. Draft agenda for each event within 15 business days of the scheduled event.
- 3b. Draft Summary Report of each Lean event is to be completed within 15 calendar days of completion of the lean event.
- 3c. Final Summary Report of each Lean event 5 days after receipt of revisions from the WAM, including presentations, current state and ideal state value stream maps and proposed action plan forward.
- 3d. Proposed agenda and schedule for follow-up meetings with 10 calendar days after initial Lean Event, 30 day meeting and 60 day meeting.
- 3e. Draft update reports following each follow-up meeting within 7 days of each event.
- 3f. Final summaries for each follow-up meeting within 7 calendar days of receipt of comments on draft from the WAM

3g. If technical direction is provided by the WA COR, the contractor shall proceed as directed.

Tasks and Deliverables

Deliverables and schedule under Task #1 - Complete

- 1a. Workplan within 15 calendar days of receipt of work assignment.
- 1b. Revised workplan within 3 calendar days of receipt of comments from the Contracting Officer, if required.

Deliverables and schedule under Task #2 - Incomplete

- 2a. Kick-off meeting held within 5 days of being formed of potential lean event topic.
- 2d. Draft agenda and schedule for scoping meeting within 15 business days of the scheduled scoping meeting.
- 2c. Scoping meetings that results in the identification of project scope, objectives, goals and data compilation shall be held within 45 days of project kick-off meeting.
- 2e. The contractor shall provide a final summary report on the scoping meeting within 5 days of receipt of comments.

Deliverables and schedule under Task #3 - Incomplete

- 3a. Draft agenda for each event within 15 business days of the scheduled event.
- 3b. Draft Summary Report of each Lean event is to be completed within 15 calendar days of completion of the lean event.
- 3c. Final Summary Report of each Lean event 5 days after receipt of revisions from the WAM, including presentations, current state and ideal state value stream maps and proposed action plan forward.
- 3d. Proposed agenda and schedule for follow-up meetings with 10 calendar days after initial Lean Event, 30 day meeting and 60 day meeting.
- 3c. Draft update reports following each follow-up meeting within 7 days of each event.
- 3f. Final summaries for each follow-up meeting within 7 calendar days of receipt of comments on draft from the WAM
- 3g. If technical direction is provided by the WA COR, the contractor shall proceed as directed.

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(Signature)		(Date	1)		K Number:		200	
Other Agency Official Name		_		Bra	nch/Mail Code:			
				Pho	one Number:			
(Signature)		(Date			X Number:			
	Yartiy				nch/Mail Code:			
A		11	130/0	⊋ Pho	one Number: 202	2-564-1987		
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	United States Environme Washing	ental Protection A Iton, DC 20460	ципсу		3-38				
EPA	**************************************	4.00000			Other Amendment Number:				
	WORK AS	ssignment		:	LJ Onici	L CHICHGIN			
Contract Number	Contract Period 11/	19/2009 To	09/19/2	014	Title of Work Assign	ment/SF Site Nam	e		
EP-W-10-002	Base	Option Period Nun			Lean Event S	Support			
Centractor			Section and para	agraph of Cor	ntract SOW				
INDUSTRIAL ECONOMICS, IN	CCRPORATED	filen	ment 4, Po	g. 13	1	i ii			
Purpose: Work Assignment		Work Assignment C	llose-Out		Per.od of Performan	ice			
Work Assignment Am	endment	Incremental Funding	g						
X Work Plan Approval	_	-			From 09/20/	2012 To 12	/31/2012		
Comments									
The purpose of this action to	Work Assignment (WA)) 3-33 is to a	ipprove the	contract	tor's revised we	ork plan date	d		
December 7, 2012, <u>and to corre</u> ct the cost <u>and or</u>	verall colling. The W	WA level of of	form remain	ns unchar	nged at 41 hours	s, estimated	cost is		
(b)(4) fixed fee is $(b)(4)$) for a total cell	ling amount of	5 813,054.96	É.					
Superfund	Acco	ounting and Approp	priations Data			X	Non-Superfund		
ero.	Note: To report additional ac	counting and appropri	ations date uso E	PA Form 190	10-69A				
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Cumulative Approved:		13,054.93			- 100				
Work Assignment Manager Name SCOLC	Bowies				nch/Mail Code:	-566-2208			
	· ·		<u> </u>		JIIO TTO IIIO	-740-ZZAQ			
(Signature)		(Date	e)		X Number:				
Project Officer Name Cheryl R. Br	rown			30.79793	inch/Mail Code:	F.C. 00.3			
<u> </u>		one Number: 202-	-pmb-U940						
(Signature)		(Date	2)		X Number:				
Other Agency Official Name					inch/Mail Code:				
					one Number:				
(Signature)		(iJate	e)	5-0	X Number:				
Contracting Official Name Stefan Ma	xt cli A a l		1.01 1.		anch/Mail Code:	_564_1007			
12/18/12					Phone Number: 202-564-1987				

Work Assignment Form. (WebForms v1.0)

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	United States Enviror	nmental Protection	Agency		Work Assignment Number				
EPA		nington, DC 20460			3-38				
	Work	Assignment			Other	Amendi	ment Number;		
Contract Number	Contract Period 1	1/19/2009 To	09/19/2	2014	Title of Work Assig	nment/SF Site Na	me		
EP-W-1C-002	Base	Option Period Nu	mber 3		Lean Event	Support			
Contractor		h *	y Section and par	-	tract SOW				
INDUSTRIAL ECONOMICS, Purpose	,		ment 4, E	eg. 13	T,				
Work Assignment	1	Work Assignment (Clase-Out		Period of Performa	anco			
Work Assignment	Amendment	Incremental Fundir	ng .						
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Comments. The purpose of this action :	to Work Assignment 7	WA) 3-38 is to.	approve the	· contract	or's revised:	work plan date	eri		
December 7, 2012,									
and to correct the cost and $(b)(4)$ fixed fee is (b)	(4) for a total c	eiling amount o	r sta,054.9	ns Grena: 06.	iged at 41 Hos	is, estimated	CORT IS		
Superfund		ccounting and Appro	priations Data			Х	Nan-Superfund		
050	Note. To report additional	I accounting and appropr	iations date use E	EPA Form 190	0- 6 9A.		,		
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Work Assignment Manager Name Scot	t Bowles	<u> </u>		Bran	ich/Mail Code:				
						-566-2208			
(Signature)	n 1+0+0	Number:							
Project Officer Name Cheryl R. E	3rown	(Date	·	-	nch/Mail Code:	<u>)</u>			
	Pho	ne Number: 202	-566-0940						
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Work Assignment Form (WebForms v1.0)